

**ENVIRONMENTAL HEALTH PROJECT**

## **Activity Report 118**

### **Lessons Learned from Assessment of the Environmental Health Project Website**

by

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**April 2003**

**Prepared for the Office of Health, Infectious Diseases and Nutrition,  
Bureau for Global Health, U.S. Agency for International Development,  
under EHP Project 26568/IC.YR4.SERV**

Environmental Health Project  
Contract HRN-I-00-99-00011-00  
is sponsored by the  
Office of Health, Infectious Diseases and Nutrition  
Bureau for Global Health  
U.S. Agency for International Development  
Washington, DC 20523



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# Acknowledgements

The EHP Information Center acknowledges the USAID and EHP staff who took part in the one-on-one interviews and all our partners and colleagues in environmental health who took time to participate in the online survey.

We also thank Adam Shannon, the consultant who assisted us in the website assessment, and last but not least, our appreciation to Eckhard Kleinau, EHP Technical Director, who contributed to the evaluation methodology and worked with us to make the EHP website grow.

Without participation and input from everyone, the evaluation would not have been possible.



# About the Authors

**Dr. May Post** joined the Environmental Health Project as the Information Center Coordinator in July 2000. She is a Burmese-born, U.S.-licensed physician with a background in public health and tropical medicine. Dr. Post has worked for a variety of international organizations—USAID, the World Bank, UNICEF, PAHO and DfID—as well as a range of USAID cooperating agencies, and she has also worked in national ministries of health in Liberia, Gambia and Burma. She has written a wide range of technical papers and reports covering primary health care, maternal and reproductive health, emerging/re-emerging diseases, and HIV/AIDS/sexually transmitted infections (STIs) related to women’s health, as well as cross-cutting HIV/AIDS/STI issues such as integrated service delivery and partner notification. Before joining EHP’s Washington Head Office, she was a consultant at the EHP/Nepal office in Kathmandu.

**Dan Campbell** has been librarian and information specialist for the Water and Sanitation for Health (WASH) Project and its successors EHP I and EHP II since 1983. In addition to organizing and managing the library, bibliographical database, and information service, he also has organized information-sharing networks; published specialized newsletters for network members; established collaborative relationships with other information centers; and established and maintained the website for EHP. Mr. Campbell served for three years with the Peace Corps in El Salvador and has provided technical assistance on information related assignments in Kenya, Nicaragua, Thailand and other countries. He holds a master’s degree in library science. His undergraduate degree was in natural resources management.



# Abbreviations

AIDS	Acquired Immune Deficiency Syndrome
AM	Activity Manager
CBO	Community Based Organization
CDIE	USAID’s Center for Development Information and Evaluation
DEC	Development Experience Clearinghouse
DfID	Department for International Development
EHP	Environmental Health Project
HIV	Human Immunodeficiency Virus
HTML	Hypertext Mark-up Language
IC	Information Center
IRC	International Reference Center
ISP	Internet Service Provider
NGO	Non-governmental Organization
PAHO	Pan American Health Organization
PDF	Portable Document Format
PVO	Private Voluntary Organization
RTF	Rich Text Format
STI	Sexually Transmitted Infection
UNICEF	UN Children’s Fund
USAID	U.S. Agency for International Development
WASH	Water and Sanitation for Health Project
WHO	World Health Organization
WSSCC	Water Supply and Sanitation Collaborative Council



# Executive Summary

The Environmental Health Project (EHP) website was launched in January 2000. In December 2001, EHP implemented an assessment of the project's website. The original report was an internal document, but due to popular demand, it is being published as an EHP activity report for wider external dissemination.

The objectives of the assessment were two-fold: (1) to improve the website so that it is relevant, useful, user-friendly and user-centered and (2) to evaluate the impact and use of the EHP website over time.

The website was evaluated for: usage; ease of usability (technical and design issues, download times); usefulness of content; and outcome of information provided (how the information accessed from the web was used).

The assessment utilized feedback from a range of respondents with diverse relationships to EHP and the website. The methodology included one-on-one interviews with EHP staff members and USAID representatives and an in-depth online survey with a group of EHP subscribers from around the world, representing EHP field staff and consortium partners as well as personnel related to environmental health from the field and international organizations.

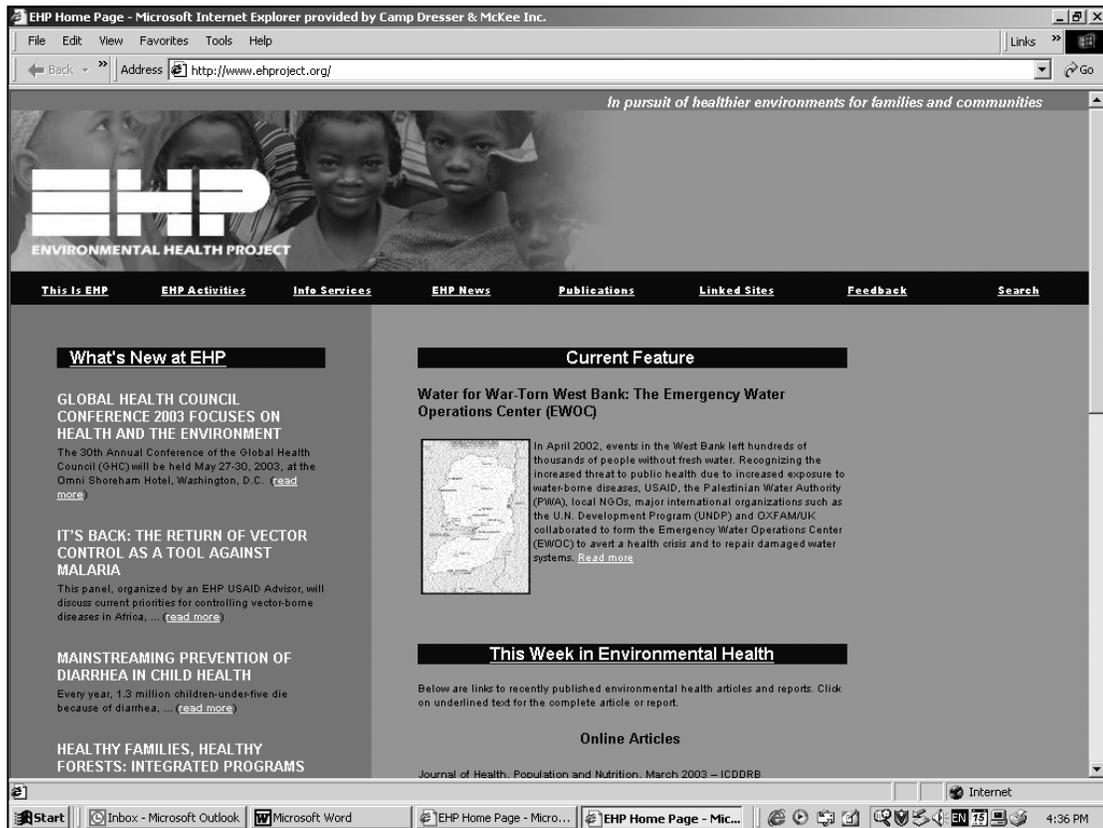
Results showed that 68% of the website visitors accessed the website to download EHP publications and 59% came to the web for technical information (multiple answers were accepted). 90% of the survey respondents used the information accessed from the web—the most common usages were for research and writing of reports, followed by program planning, capacity building (training) and program implementation. The respondents listed their job functions as: program implementation, research, management, consulting and information/communication.

This report documents assessment findings and recommendations and steps the EHP Information Center has taken for website improvement and website growth over the coming years.

For additional reading, we recommend *The Environmental Health Project Website Assessment*. Adam Shannon. 26568/IC.YR3.SERV. 07/02/02. Please contact [info@ehproject.org](mailto:info@ehproject.org) for a hard copy.



# 1. Background



**EHP website homepage, [www.ehproject.org](http://www.ehproject.org), May 2003**

The Environmental Health project (EHP) began a second year contract (EHP II) in June 1999. The EHP website was launched in January 2000 and evaluated in December 2001. EHP is sponsored by the U.S. Agency for International Development (USAID) to provide technical assistance and information services in environmental health. EHP II's focus areas include:

- Hygiene improvement for diarrheal disease prevention—which includes access to hardware, water and sanitation; hygiene promotion; and enabling environment
- Prevention and control of malaria and other vector-borne diseases
- Health-population-environment linkages
- Urban-poor child health

- Other environmental health disciplines such as indoor air quality, solid wastes and environmental hazards such as lead and other pollutants.

Provision of information plays a key role in EHP. In EHP II, the website serves as a vital mechanism for the dissemination of information and resources to the developing world. The resource library under EHP I was once the central means of distributing publications and responding to requests for technical information. However, the EHP II website has vastly expanded opportunities for colleagues around the world to access and use EHP's resources. The key audiences for the EHP website are: USAID staff, EHP staff, developing country environmental health professionals, selected international organizations and selected NGOs and PVOs working in water, sanitation, diarrhea prevention, hygiene improvement and vector-borne diseases, particularly malaria.

## 1.1. Objectives of the website assessment

The EHP website provides information on new happenings at EHP, EHP activities, EHP publications and an "information services" section with a "virtual" library, links to other environmental health organizations and environmental health meeting notices.

The objectives of the assessment were two-fold:

- To improve the website so that it is relevant, useful, user-friendly and user-centered
- To evaluate the impact and use of the EHP website over time.

## 1.2. Issues considered in the website assessment

The assessment evaluated the following:

### **Issues related to usage**

- Usage statistics: How many users? Locations? Use frequency? Number of users increased over time?

### **Issues related to users**

- User satisfaction: Able to find the information they need? Ease of copying and downloading material? How is the quality of the information perceived? Problems in using the site?

### **Issues related to content**

- Usefulness of content: What are users doing with information from the web? Do they find the content of information useful? How is the web used—type of use?

### **Impact of EHP website**

#### *Related to users*

- What results have been achieved by users related to use of the web? Has there been an impact on training, capacity building, program implementation, research, etc.?

#### *Related to the project*

- Cost reduction—Has dissemination of information via the web led to reduced printing and mailing costs? Can an estimate be made of cost savings?

### **Technical and design issues**

- Technical organization and maintenance (file management, visibility on search engines, speed of downloading, etc.)
- Layout and design: appearance, graphics, readability and layout.

### **Server Issues**

- Does Cross Links, the Internet Service Provider (ISP), provide enough storage space to serve EHP Information Center (IC) needs? Is the technical support quick and responsive? Are their Web Trend reports useful? Is there compatibility between FrontPage, the software used by EHP, and Cross Links?



## 2. Methodology

### 2.1. Approach

The methodology included the following:

- Review of website trends and web reports provided by the ISP: general statistics; pages downloaded most often; users' locations, frequency of use
- Review of trends related to documents and information downloaded from the web (CDIE data)
- Interviews and Surveys:
  - One-on-one interviews with Washington-based EHP staff, CDIE staff and USAID backstops (see Annex A: EHP Interviews)
  - One-on-one interviews with ISP staff for server issues
  - In-depth online survey of subscribers to the EHP e-newsletter and e-bulletins from developing countries (see Annex B: Online Assessment Form). E-mails requesting feedback and referring participants to the URL of the online survey form were sent to people who had previously indicated an interest in participating in the assessment.
- Analysis of web-based user feedback forms.

### 2.2. Participants

Washington-based EHP staff, CDIE staff and USAID backstops participated in the one-on-one interviews. For the online survey, forty-five subscribers to the EHP e-newsletter and e-bulletins from 15 developing countries who had indicated an interest were invited to participate in the online survey. Twenty-two completed the online survey questionnaire. Participants came from a variety of organizations and backgrounds (see box next page) and included EHP field staff, EHP consortium partners and personnel related to environmental health from major organizations (USAID, World Bank, UNICEF, PAHO, WHO, IRC, WSSCC, etc.).

## Survey Participants

Type of organization:		Job function:	
Government	4.5%	Program implementation	22.7%
Local/national CBO/NGO/PVO	4.5%	Research	22.7%
International NGO	13.6%	Management	22.7%
Private Sector	22.7%	Consulting	13.6%
Bilateral organization	9.1%	Student	0%
Academic	27.3%	Information/communication	13.6%
Multilateral	13.6%	Other	8.3%

\*Response rates rounded to nearest 0.1%

# 3. Findings, Recommendations and Actions Taken

The website was evaluated for:

1. Usage
2. Usability
3. Content
4. Outcome of information provided—how information was used.

## 3.1. Usage

The assessment findings on Usage found that the EHP website sees approximately 1,700 individual visitors each month, about 20% of whom access the site more than once. The assessment findings suggest that the site receives frequent hits from users in Europe and North America (74% collectively), as well as visits from colleagues in the developing world. A majority of survey participants indicated they viewed the site using a high-speed Internet connection, but a significant number, 27%, accessed the web through slower dial-up connections. At the time of the evaluation, EHP was not able to track the exact geographic location of visitors to the website.

Although the site assessment was by no means a scientific sample of the site’s range of users, it provided some insight into the variety of characteristics of website visitors. The responses suggested a diverse group of users with differing expectations access the site. When asked why they visited the site, most respondents indicated they had multiple reasons for visiting the EHP website. Common responses included: performing research; locating technical information for a program or project; looking for an EHP publication; or seeking general information on environmental health (see table below).

### Response frequency—why did you visit the website? (n=22)

Research	Technical Info	Publication	Health Info	Browsing	Other
54.5%	59.1%	68.2%	50.0%	27.3%	See Below

Other = possible trade leads, retainer or collaboration with EHP

### 3.1.1. Recommendations and Actions Taken

#### a. Tracking the geographic origin of users

**Recommendation:** The ability to track the exact geographic origin of users would be useful for the project to monitor trends in visits to the EHP website and better serve the audience's needs.

For this function, the installation of "Nedstat Pro" was recommended.

**EHP action:** In May 2002, EHP switched ISPs. The new ISP provides more detailed statistics on website use. As a result, EHP is now able to obtain data on the geographic origin of users that log directly onto the EHP website, but not those users that find the EHP website via search engines such as Google or Yahoo.

#### b. Privacy

**Recommendation:** EHP staff expressed concern over the privacy of website users and what types of information is collected about users, and the evaluation recommended a "privacy policy" for the website.

**EHP action:** EHP developed a "privacy policy," which is posted on the website. The policy describes the type of information collected about users, and the policy states that this information is not provided to other organizations and is used only to assess use of the website.

## 3.2. Usability

Users rated positively the site's overall navigation, design and access to information. Nonetheless, the assessment recommended that several technical changes would dramatically increase the likelihood that all users would be able to access the site and use it efficiently. These changes included eliminating Java applets, providing a search feature on every page of the site, and increasing accessibility for users with disabilities.

Despite efforts to reduce download times, they remained problematic to some users who access the site through slow Internet connections. To address the disparity between users with more sophisticated computer systems and others who are likely to be accessing the site from the developing world using slower systems and connections, the assessment recommended providing files in alternate formats, breaking down long documents, and co-locating documents on other servers around the world.

The assessment also recommended a more complete graphic overhaul taking into account the needs of users with slow web connections, while providing a platform for EHP to expand the site's appeal and encourage expanded usage from established

audiences. The primary purpose of the site redesign would be to enhance the visual appeal and usability of the site, facilitate browsing and use by more first-time visitors, increase repeat use by colleagues and continue to maintain the site's profile as it provides information and resources to enlarging audiences.

### 3.2.1. Recommendations and Actions Taken

#### a. Improving accessibility

**Recommendation:** Make changes to the site to improve its accessibility to blind users.

**EHP action:** Steps were taken to meet this recommendation. These included the following: (1) providing "alt" tags in HTML for images; (2) abolishing the use of Javascript buttons or other effects as links; and (3) using font sizes and high-contrast colors to increase readability for individuals using screen magnifiers.

**Recommendation:** Eliminate Java applets and scrolling text from the home page and any other pages that use them to make the site accessible to users without Java access.

**EHP action:** This recommendation was carried out.

#### b. Decreasing download time

**Recommendation:** EHP should examine the practicality of offering some documents for downloading in rich text format (RTF) as well as PDF. RTF would permit faster access by visitors using slow web connections.

**EHP action:** Given the level of effort needed, it was decided that breaking down the reports into separate PDF files would not be a good option. As an alternative, several key EHP II reports are alternately available on the web in a zipped file containing the RTF version of a report in addition to the original PDF version. The zipped RTF file is sometimes 30%–70% smaller than the PDF version but maintains the "look" of the original report complete with graphics and figures. RTF files can be opened in most word processing programs.

**Recommendation:** Some HTML pages on the web can be reduced in size. Lengthy pages, taking up more than three full screens, may be divided into smaller pages with clear navigation between them.

**EHP action:** This recommendation was carried out.

**Recommendation:** EHP should evaluate the viability of "mirroring" certain content on additional servers located in other parts of the world.

**EHP action:** Although considered, this recommendation was not determined useful enough to be implemented.

### c. Search function

**Recommendation:** The keyword search function is available only on the home page and needs to be added to the other main pages of the website.

**EHP action:** This recommendation was carried out. The search feature is now available on every page.

### d. Appearance/Design

**Recommendation:** The site's "look" is utilitarian, but as the site continues to grow, EHP should consider the use of a professional design/development agency.

**EHP action:** It was decided that a professional design agency would not be cost-effective. Since the evaluation, EHP's production assistant has made significant improvements to the site's design.

## 3.3. Content

The assessment found that EHP's focus on providing extensive information and resources engendered generally high marks from participants in the assessment. The consultant recommended that updating the front page to include more news would highlight the site's commitment to becoming a frequently referenced source of information on upcoming events.

The assessment noted that users' interest areas, reflected in their responses to the assessment questionnaire, can provide one important source of guidance to expand the website content. The most popular topic of interest was "indicators," followed by "hygiene" and "sanitation" (see Annex C: Survey Results).

Another suggestion was to evaluate the current methods of passing information from project staff to website managers and establishing mechanisms to help ensure that the site is receiving regular updates based on EHP activities.

### 3.3.1. Recommendations and Actions Taken

#### a. Increasing content for increased website usage

**Recommendation:** An active "news" section can be an effective way of building a dedicated group of frequent visitors. To raise the profile of this information on the EHP site, the home page should be redesigned to include short text highlighting news items.

**EHP action:** The home page has been redesigned to incorporate new items added to the website. The library is also experimenting with a web log, which is an efficient way to add links to current environmental health news and reports to the site.

**Recommendation:** In addition to current static offerings such as publication downloads, the website should explore interactive tools such as online databases.

**EHP action:** EHP is exploring the option of making the EHP library database searchable via the website. Other possible interactive features include an online discussion forum on specific topics. EHP has conducted two e-conferences, and summaries from these e-conferences have been posted on the website.

**Recommendation:** Focusing efforts on areas of interest to the audience may help EHP significantly expand usage of the site. The survey may be used as a reference in developing a plan to enlarge content on specific topics. EHP must ultimately decide which of these areas fit in with its mission and capacity more closely. This decision has broad impact beyond the website, amounting to a determination of future programmatic investments for EHP. It should be undertaken in a long-term planning process, rather than simply within the context of the site itself. The site's ongoing development should continue to reflect the mission, goals and activities of the organization.

**EHP action:** No plan has been made to expand the subject content of the website. This involves time, commitment and active participation from EHP technical staff (Activity Managers) and is not feasible at this time given the level of effort required by the technical staff.

**Recommendation:** Although Spanish language materials are clearly of interest to the site's audience, it would likely take considerable organizational investment to fill out this section of the site sufficiently to change visitors' perceptions. Some minor updates would increase the usability of this section, including providing Spanish introductory text on the Spanish publications page. No other revisions are necessary unless the organization decides to prioritize developing additional Spanish resources in the future.

**EHP action:** No additional improvements have been made to the Spanish page.

**Recommendation:** The EHP website should have more input or contributions from EHP technical staff. IC staff should review mechanisms by which the EHP technical staff provide contributions to the website. For example, this could include a schedule for staff members to pass along information for the site.

**EHP action:** No major action/improvement has been made in this area based on the level of effort that would be required from the Activity Managers.

### 3.4. How information was used

The website has allowed EHP to make documents and resources more accessible than was possible through the former centralized library approach. The majority (68%) interviewed visited the website for EHP publications (see table next page).

### Why did you visit the website? (n=22)

Research	Technical Info	Publication	Health Info	Browsing	Other
54.5%	59.1%	68.2%	50.0%	27.3%	See Below

Other = possible trade leads, retainer or collaboration with EHP

Additionally, the majority of survey participants indicated that the EHP website was “a useful resource” in their work, and 90% reported that they had used information from the EHP website. The most common usages were for research and for writing journal articles or other documents. Survey participants also indicated that they had used the site as part of program planning and in capacity building activities (see tables below).

### Have you ever used information that was provided through the EHP website in your work? (n=22)

Yes	No
90.909%	9.091%

### If yes, describe how you have used the information (n = 20)

Reference	Training	Planning	Writing	Implement	Evaluate	Other
70.000%	45.000%	55.000%	75.000%	20.000%	10.000%	15.000%

Other: Refer others to it; Source Bulletin; Disseminate to program track managers

In interviews, EHP staff clearly indicated the website has revolutionized the project’s former model for operating a “resource library” to share information and build the capacity of colleagues. The assessment also noted that the website provides considerable benefit to EHP in its ability to disseminate materials at little cost to the organization. In one recent month, for example, the website facilitated approximately 450 downloads of bulletins and other resources. Responding to an equivalent number of requests for printed publications by organizations around the world would have demanded significant staff time and expense.

## 3.4.1. Recommendations and Actions Taken

### a. Enhancing the site’s utility in program development, implementation and evaluation

**Recommendation:** To enhance the site’s utility in program development, implementation and evaluation, EHP staff may consider focusing efforts on developing new content related to these processes and building existing content more visibly into the website. The design of the front page may be updated to focus attention on resources that will be particularly useful in program implementation and evaluation. EHP may also consider making more requests for feedback on outcomes

on the site and in the organization's e-newsletters. The EHP site could include reports on programs that have successfully used information that was made available through the web, drawing attention to important resources and encouraging others to share lessons learned through the website.

**EHP Action:** The home page has been redesigned. To bring attention to current resources, a library web log and a new "current feature" has been added. The current feature is updated periodically. The website's feedback form also has been improved to solicit additional feedback and suggestions from users.

**b. Marketing and promotion of the website should be an ongoing activity**

**Recommendation:** EHP staff should carry out an additional round of online marketing for the site. IC and/or technical staff should see that the EHP website is listed as a link on other websites that are frequented by key audiences.

**EHP action:** A survey was conducted and showed that the EHP website is listed as a link on over 70 other websites. This includes key international organizations, subject directories, etc. It has also been proposed that a user survey be conducted in November–December 2002.

In addition to the EHP website, the Information Center has utilized CD-ROM technology to disseminate EHP reports and information.

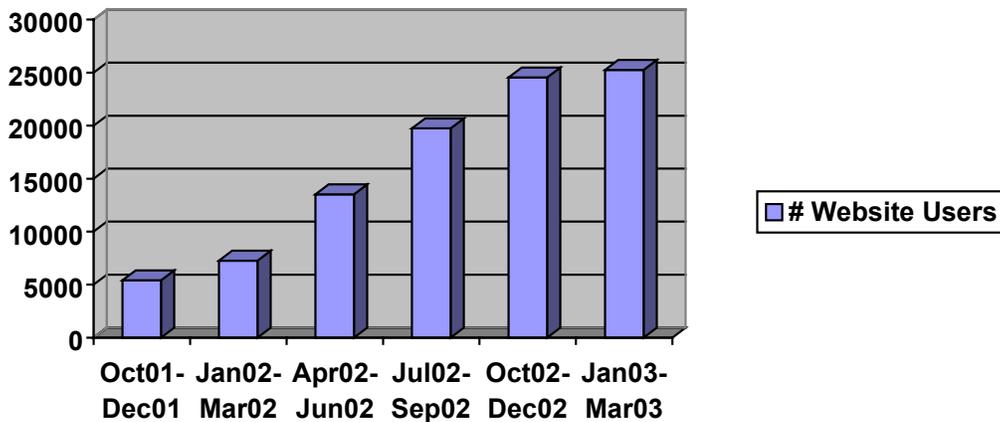


## 4. Lessons Learned and Conclusion

### 4.1. Lessons learned for a user-friendly, user-centered website

1. Improve accessibility to blind users—provide “alt” tags in HTML for images; abolish use of Javascript buttons; use font sizes and high contrast colors to increase readability for users with screen magnifiers.
2. Eliminate Java applets and scrolling text to make website accessible to users without Java access.
3. Offer large documents as zipped RTF files and reduce the size of lengthy HTML web pages to decrease download time.
4. Have the search feature available on every page.
5. Make the home page more interesting but keep a clean format. Keep graphics to a minimum for ease of downloading by developing country users.
6. Know your audience. Have a focused content that is useful for your audience.

## 4.2. Conclusion



EHP has taken steps to improve the design and usability of the website, especially for users in developing countries with slow download times. The EHP website averaged 1,700 users per month (or 5,400 users per quarter) at the time of the evaluation in December 2001. The number of users has increased steadily since the evaluation and steps were taken to improve the website. The chart above shows user statistics per quarter. The website is currently averaging over 8,400 users per month (or 25,000 users per quarter).

The evaluation stated, however, that the main strength of the website is its focused content on environmental health issues. This emphasis on content will continue to be central to the website's development.

# Annex A: EHP Interviews

During the first week of November 2001, the consultant conducted interviews with members of EHP staff and other colleagues with close ties to the project:

John Austin, AID

Massee Bateman, EHP

John Borrazzo, AID

Gene Brantley, EHP

Dan Campbell, EHP

Craig Hafner, EHP

Eckhard Kleinau, EHP

Chris McGahey, EHP

Lisa Nichols, EHP

Eddy Perez, EHP

May Post, EHP

Fred Rosensweig, EHP

## Interview questions

**Background:** What is your position relative to the Environmental Health Project and its website?

**Usage:** How often do you use the EHP website in a week/month? What are the most common ways you use the site? What information/resources do you typically access there? How long do you generally spend at the site in a normal session?

**Usability:** How easy is it to find information on the EHP website? Is information presented in the most appropriate formats? How would you describe your level of satisfaction with the design and navigation of EHP website? What do you consider its strong points? What elements of the design and navigation would you improve?

**Content:** What types of information or materials on the site do you find the most valuable? How do you use this information? How could the site's existing content be improved? What additional content would make the site more valuable?

**Outcomes:** What results and outcomes have been achieved by you that you attribute to the availability of information through the site? Has there been an impact on training, capacity building, program implementation, research, cost reduction, or other program-related areas? Do you know of positive outcomes that have been achieved by colleagues in field activities?

**Summary:** Overall, what are the EHP website's benefits to users? What are its weaknesses? What are the most important issues that should be addressed to improve the site?

# Annex B: Online Assessment Form

To view the online survey in web format, visit:

<http://www.oxygenate.com/ehproject>.

Web-specific formatting prevents the form from being reproduced accurately in this document. The complete text of the online form, without the check boxes and response areas viewable in HTML format, is included below to show questions and response options.

*Thank you for taking the time to provide feedback on the Environmental Health Project website. Your responses will help guide the growth and improvement of the site. It will take you approximately five minutes to complete this assessment form, and your answers will be confidential.*

If you have not already done so, please visit the website at <http://www.ehproject.org>

## **How did you find out about the EHP website? (check all that apply)**

- search engine
- link from another site
- colleague
- EHP e-newsletter
- other

## **How often do you visit the website?**

- every day
- several times a week
- about once a week
- several times a month
- less than once a month
- this is my first visit

## **Why did you visit the website? (check all that apply)**

- research
- looking for an EHP publication

- browsing
- technical information for program/project
- general environmental health information
- other

**Please rate the following elements of the EHP website:**

1 = needs major improvements

2 = should be improved somewhat

3 = acceptable

4 = good

5 = excellent

6 = not relevant for my line of work

clear, readable design and layout

straightforward, intuitive navigation

easy access to information

short download time

useful resources

up-to-date information

overall quality of content

**Please rate the following content areas of the EHP website:**

1 = not useful at all

2 = somewhat useful

3 = met my needs

4 = useful

5 = very useful, exceeding expectations

6 = not relevant for my line of work

- This is EHP
- What's New
- EHP activities
- Information Services
- Publications
- Links to other sites
- Spanish page

**How important is information available on the EHP website in your work?**

- a must read
- a useful resource
- occasionally relevant
- not relevant at all

**Where are you currently located?**

- Africa
- Asia/Near East
- Europe
- North America
- South America

**What type of access to the internet do you have?**

- permanent high-speed connection (above 56,600), e.g., cable modem, DSL, ISDN
- modem dial-up connection with speed of at least 38,400 and above
- modem dial-up connection with speed at least 19,200 but less than 38,400
- modem dial-up connection with speed less than 19,200
- don't know the connection speed

**What type of organization do you currently work for?**

- government
- local/national CBO/NGO/PVO
- international NGO (e.g., CARE, IRC, SAVE)
- private sector
- bilateral organization (e.g., DfID, USAID)
- academic
- multilateral (UNICEF, PAHO, World Bank)
- other

**Is your main line of work related to:**

- water supply and sanitation
- health

**Which best describes your job function?**

- program implementation
- research
- management
- consulting
- student
- information/communication
- other

**Have you ever used information that was provided through the EHP website in your work?**

- yes
- no

**If yes, describe how you have used the information. Include specific outcomes, if any, you have been able to achieve as a result of the information that is made available through the EHP website:**

- references for research activity
- program planning or design
- program implementation
- program evaluation
- training/capacity building
- writing of journal articles, guidelines, manuals, or other document
- other (please describe)

**How could the information on the website be made more relevant to your work?**

- add content more relevant to my line of work
- update more frequently
- add more links

**Which of the following topics would you like to see more information on in the EHP site?**

(check all that apply):

- water supply
- sanitation
- solid waste disposal
- hygiene promotion, education, behavior change
- diarrheal disease prevention
- handwashing
- safe excreta disposal
- impact of environmental changes on health
- urban health or environmental health issues
- malaria control
- malaria surveillance
- other infectious disease control

- other infectious disease surveillance
- vector control
- air pollution (indoor or outdoor)
- indicators, monitoring and evaluation
- health, population & environment links
- toxic substances
- policy related to above topics

**Please indicate any problems you've experienced with the site:**

- inability to connect to EHP site
- links on site not valid or not found
- pages or documents download slowly
- downloads interrupted
- difficult navigation through site
- home page navigation does not display
- none
- other (please describe)

**What improvements could be made to the site?**

- expand contents
- include more photos, maps and charts
- more text only, less pictures and graphics
- clearer menu structure to move between pages
- make it easier to find contents

**Please offer any additional suggestions to improve the EHP website:**

# Annex C: Survey Results

## How did you find out about the EHP website? (n=22)

Search	Colleague	Link	Newsletter	Other
27.3%	36.4%	27.3%	36.4%	4.5%

Other = Knew from past

## How often do you visit the website? (n=22)

Daily	Several x month	Several x week	Less 1x month	Once a week	1st visit
0	50.0%	4.5%	31.8%	9.1%	8.3%

## Why did you visit the website? (n=22)

Research	Technical info	Publication	Health info	Browsing	Other
54.5%	59.1%	68.2%	50.0%	27.3%	See Below

Other = possible trade leads, retainer or collaboration with EHP

## Rate elements of the website: (n = 22 except where indicated)

Design	Navigation n=20	Easy access info n = 20	Download n = 19	Resources n = 20	Up-to-date n = 21	Quality
4.227	4.100	4.250	3.895	4.000	3.857	4.136

## Rate content of the website: (n=22 except where indicated)

This EHP n = 20	Whats New n = 20	Activities n = 20	Info n = 21	Pubs	Links n = 20	Spanish n = 8
3.900	3.800	3.850	4.286	4.136	4.100	3.750

**How important is information available on the EHP website in your work? (n=22)**

Must Read	Occasionally useful	Useful resource	Not relevant
22.7%	22.7%	54.5%	0.0%

**Where are you currently located? (n=22)**

Africa	N. America	Asia, NE	South Am	Europe
5.263%	31.579%	10.526%	10.526%	42.105%

**What type of access to the Internet do you have? (n=22)**

High speed	Over 38400	19200-38400	Less 19200	Don't know
72.727%	0.000%	0.000%	0.000%	27.273%

**What type of organization do you currently work for? (n=22)**

Gov.	Bilateral	Local NGO	Academy	Int NGO	Multilat	Private	Other
4.545 %	9.091%	4.545%	27.273 %	13.636 %	13.636%	22.727%	4.545%

**Is your main line of work related to: (n=22)**

Water Supply	Health	Both
50.000%	31.818%	18.182%

**Which best describes your job function? (n=22)**

Program	Consultant	Research	Student	Managemt	Info/comm	Other
22.727%	13.636%	22.727%	0.000%	22.727%	13.636%	8.333%

Other = programming and technical advisor

**Have you ever used information that was provided through the EHP website in your work? (n=22)**

Yes	No
90.909%	9.091%

**If yes, describe how you have used the information (n = 20)**

Reference	Training	Planning	Writing	Implement	Evaluate	Other
70.000%	45.000%	55.000%	75.000%	20.000%	10.000%	15.000%

Other: Refer others to it; Source Bulletin; Disseminate to program track managers

**How could the info on the website be made more relevant to your work? (n=22)**

Add content	Update more	Add links	No answer
54.545%	18.182%	27.273%	13.636%

**Which of the following topics would you like to see more information on? (n=22)**

Water supply	31.818%
Malaria control	31.818%
Sanitation	50.000%
Malaria surveillance	27.273%
Solid waste	45.455%
Infectious control	36.364%
Hygiene	50.000%
Infectious disease surveillance	31.818%
Diarrheal prevention	40.909%
Vector control	31.818%
Handwashing	18.182%
Air pollution	13.636%
Safe excreta	45.455%
Indicators	63.636%
Impact of changes	45.455%
Health links	45.455%
Urban health	36.364%
Toxic substances	9.091%
Policy on above	40.909%

**Please indicate any problems you've experienced with the site: (n=19)**

Inability to connect	Links invalid	Slow to download	Downloads Interrupt	Difficult Navigate	Home page not display	None
9.091%	4.545%	13.636%	4.545%	0.000%	0.000%	72.727%

**What improvements could be made to the site? (n=22)**

<b>Expand Content</b>	<b>More Images</b>	<b>More text only</b>	<b>Clearer Menu</b>	<b>Easier find Contents</b>	<b>None</b>
36.364%	13.636%	13.636%	13.636%	9.091%	40.909%

**Please offer any additional suggestions to improve the EHP website:**

- I think EHP is great
- The site is professional and an excellent resource for the environmental health field.
- Slow to download when in Africa - the photos are nice but slow things down
- Add tropical health research; links to tropical health and health research sites
- Already excellent response time to any problems encountered
- The site is excellent. Should be kept as is.